



PINNACLE[®]

Serviced Accommodation & Lettings

Please help us to help you by completing this form. You can either hand this in to a member of staff or send your response to:

Complaints
Pinnacle Lettings
30 Richmond Road
Roath
Cardiff
CF24 3AS

Or Email: enquiries@pinnacle-group.com

Official Use only:

Date Received:

Received by:

Acknowledgement sent:

Complaints Procedure

Your Name:	
Address of Property the complaint relates to:	
Your telephone number:	
Your email address:	

DETAILS

Please continue on separate sheets if necessary, attaching copies of any supporting documents.

1. Please provide details of concerns, and a brief summary of events. Please bullet point your comments where possible.

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2. How have you suffered as a result of these matters?

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3. How can Pinnacle put things right?

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Signed:

Date:

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PINNACLE[®]
Letting & Estate Agents

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will be done by a member of staff within the department your complaint is relevant to. A written response will then be emailed to you with the findings of the investigation.
- If you are not happy with the outcome of the initial investigation then this can be escalated to the Complaints Manager. A complaints form will need to be filled in and they will review this along with your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Branch Manager.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd

**Milford House
43-45 Milford Street**

**Salisbury
Wiltshire
SP1 2BP**

01722 333 306

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.